

Statement to 7.30 from Freedom Insurance CEO Sean Williamson, 31/01/2019

Freedom has previously acknowledged instances of unacceptable behaviour highlighted by the Commission. The examples highlighted are not in line with community expectations, our code of conduct or our company values.

We are distressed, as are the community with the way Reverend Stewart and his son were treated. And we were grateful for the opportunity to apologise directly to Mr Stewart.

Freedom no longer distributes life insurance policies. We have made a number of changes to our policies and procedures particularly in relation to the identification and response to vulnerable customers and to customers who wish to cancel their policy. We remain committed to make any further changes required to improve customer outcomes.

Freedom will carefully review the findings and recommendations of the Royal Commission when they are released.